

Michael Coyle

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EXPERIENCE

Chimney and Masonry Outfitters — Ops/Production Assistant

August 2016 - October 2019

Worked in any positions that the needs of the business dictated.

In charge of ensuring daily and speciality supplies along with consumables were available to our crews.

Scheduling of meetings and appointments for myself and department leads.

Worked with customers experiencing job issues and ensure job completion and payment.

Learned to perform brick replacement, chimney box rebuilds, b-vent replacement/upgrades, basic framing and decking.

Support.com — Remote Service Technician

September 2015 - May 2016

Remote diagnosis and troubleshooting of Internet related network connectivity issues

Respond real time to inbound customer problems and provide solutions

Educate customers in the use of installed products, service offerings, billing, charges, and product features

USA Fireworks, Lawrence, IN — Operations

June 2012 - August 2015

Performed training classes for incoming store managers

Responsible for designing, printing, and preparation of catalogs, ads, back-office forms, and training manuals

Designated employee representative for DOT and PHMSA Compliance

In charge of all day to day IT issues

Operated and administered e-commerce portal and primary company website

Marketstar, Indianapolis, IN — Brand Ambassador

September 2012 - January 2015

Traveled to different stores that carry our products in the Indianapolis area to build customer relationships and awareness

Trained employees for new product releases

Maintained display endcaps.

FedEx Office, Indianapolis, IN — *Senior Project Coordinator*

August 2003 - May 2012

Consulted and worked closely with customers on the phone, through e-mail, and in person to provide a wide range of time sensitive printing and shipping services.

Supervised and coached 3-6 team members in a mixed retail and production environment

Trained new employees on internal policies and procedures, operation of production equipment, and guest service